



BLACKSASH

MAKING HUMAN RIGHTS REAL

Monitoring Questionnaire : SASSA Service Points SERVICE USERS/CLIENTS

Province	
District	
Service Point Name or Number	
Date	
Name of Monitor	
Organisation of Monitor	

1. Personal Information

Are you a South African citizen/refugee/asylum seeker/permanent resident?		
Gender?	MALE	FEMALE
How old are you?		

2. Venue & Travel

What time did you arrive at the pay point?			
How did you come to the pay point?	walk	Public transport	Rented car
Approximately how many kms was your trip?			km
How long did you travel to this point today?			
How much did you pay for traveling to the service point?			R

After your arrival, did you have to wait in a queue?	YES	NO	
Are there seats available at this service point?	YES	NO	
If YES, how many minutes did it take to find a seat?			
Are there special arrangements at this venue for old people, pregnant women, and disabled persons?	YES	NO	
If YES, what kind of arrangements?			
Was security present upon your arrival?	YES	NO	NOT SURE

3. **Payment Processing and Security**

What is the purpose of your visit (application for a grant/appeal/review)?			
If applying for a grant, which GRANT are you applying for today?			
Is this your first visit to SASSA in regards to this application?	YES	NO	
If NO, how many times have you returned for the same reason?			
Were you informed of the outcome of your application?	YES	NO	
If YES, how were you informed?	verbal	written	
If not, were you informed that you have to make an inquiry about the date of approval of your grant?	YES	NO	
Were you informed about the date of payment of your grant?	YES	NO	
Did you receive a receipt detailing the reason for your visit today?	YES	NO	
Were you given an option to choose where you want to receive your grants, either through a bank, post office or paypoint?	YES	NO	NOT SURE
If your visit relates to a DISABILITY GRANT, how long it take from the time you visited the service point to be assessed by a doctor? (days/months)			
How many times did you have return to see the medical personal?			
Have you been informed about the whole process you have to follow when applying for the disability grant?	YES	NO	

4. **Communication**

Do you know which documents you needed to bring for today's visit?	YES	NO	
Are you aware that some documents (i.e. affidavit and medical documents) expire after three months?	YES	NO	
How do you get information about grants?			
Do you know that SASSA communicates information on the back of their receipts?	YES	NO	
Have you ever been asked to rate or comment on the service that you receive at this service point?	YES	NO	
Have you ever used SASSA's tollfree number to seek advice/information about their service or to report an incident?	YES	NO	Don't know the number
If YES, were you satisfied with the help you were given?			
How would you rate the service you received at this point today?	G	F	B
How do you think the service could be improved?			
Are you aware, that the <i>Child Support Grant</i> has been extended to age 18 and that all eligible children born on or after 1 October 1994 can apply for the grant in 2010.	YES	NO	
Are you aware that from April 2010 a male can apply for the <i>Old Age Grant</i> at 60 years old?	YES	NO	
Are you aware that that you can apply for <i>Social Relief of Distress</i> if you are in immediate need? For example, if you don't qualify for a grant or you are still waiting for your approved grant to be paid out?	YES	NO	
Were the SASSA officials helpful and were you treated with respect?	YES	NO	

